

181749

September 7, 2006

These are testimonies and pictures to be submitted as evidence from Stonegate Neighborhood residents in regard to Carolina Water Service, Docket # 2006-92W/S.

Thank you so much.

Sincerely,

Tia Sweat (407-2375)  
President  
Stonegate Neighborhood Association

Yvonne Ross - Vice President  
749-8815

*We will give an extension to submit  
this information.*

**RECEIVED**  
SEP 08 2006  
PSC SC  
MAIL / DMS

Evidence and Testimony Form of Complaint against Carolina Water Service, Docket 2006-92-W / Stonegate Neighborhood, Irmo, SC 29063

Name:

JAMES & SHARON FRICK

Address:

120 LITTLE HAMPTON DRIVE

IRMO, SC 29063 (STONEGATE SUBDIVISION, RICHLAND CO.)

Phone 781-2787

E-mail smfrick@hotmail.com

Testimony:

CAROLINA WATER SERVICE GIVES US SUBSTANDARD WATER SERVICE AND CHARGES MORE THAN ANY OTHER WATER COMPANY I KNOW OF.

I CANNOT KEEP A DISHWASHER WORKING FOR MORE THAN 2 YEARS WITHOUT HAVING TO HAVE MAJOR WORK DONE TO IT (SERVICE MAN STATED THAT THE WATER IS CAUSING THIS). I HAVE FINALLY GIVEN UP REPLACING DISHWASHERS AND JUST WASH MY DISHES BY HAND.

WHEN MAKING COFFEE OR TEA, THERE IS A FILM FLOATING ON TOP OF THE LIQUID. WHAT IS THIS NASTY STUFF? WE HAVE PROPERTY IN ELGIN, SC WHERE WE HAVE WELL WATER, AND I DON'T HAVE THIS PROBLEM. NICE CLEAR TEA OR COFFEE, JUST AS IT SHOULD BE. FOR THE PRICE WE PAY, I SHOULD HAVE THIS AT HOME.

I CAN VEGETABLES THAT WE GROW ON OUR PROPERTY IN ELGIN. WHEN CANNING, CLEAN JARS IS A MUST. YOU BOIL THE JARS BEFORE FILLING AND WHEN I BOIL JARS THEY HAVE A NASTY RESIDUE. THIS CAUSES THE CANNED VEGETABLES WE WORKED SO HARD TO GROW TO SPOIL.

IN VIEW OF THE PROBLEMS WE HAVE WITH CAROLINA WATER SERVICE, I CAN'T BELIEVE THEY HAVE THE AUDACITY TO ASK FOR A PRICE INCREASE. I HAVE A GREAT SUGGESTION FOR THEM...HOW ABOUT A SERVICE INCREASE TO GET OUR NEIGHBORHOOD UP TO WHAT SHOULD BE CONSIDERED NORMAL WATER SERVICE!

I ASK THAT YOU PLEASE REJECT THE RATE INCREASE REQUESTED BY CAROLINA WATER SERVICE.

IF YOU NEED ANY OTHER INFORMATION, PLEASE CONTACT ME.

Sharon M. Frick  
James C. Frick

Evidence and Testimony Form of Complaint against Carolina Water  
Service, Docket 2006-92-W / Stonegate Neighborhood, Irmo, SC 29063

Name: Brian + Laurie Dobbe

Address: 129 Little Hampton Drive  
Irmo, SC 29063

Phone 749-1745 E-mail

Testimony:

The water in Stonegate corrodes the insides of our appliances, leaves a black ~~deposit~~ deposit on the inside of our toilet tanks, leaves a pink ring in the commode bowl, and white + brown film on the shower walls, floor + sliding door which is nearly impossible to scrub off with store bought chemicals like Comet, Finazzele, Lysol etc. Have even tried vinegar followed by baking soda. Nothing gets these deposits removed. If it does this to our homes, what is cooking with + bathing in this water doing to our bodies? About 4 times a year the water from the tap will mysteriously run brown or gray for several hours then just as mysteriously clear up.

Evidence and Testimony Form of Complaint against Carolina Water  
Service, Docket 2006-92-W / Stonegate Neighborhood, Irmo, SC 29063

Name:

Donna L. Jordan

Address:

109 Littlehampton Dr

Irmo SC 29063

Phone

781-3750

E-mail

djordan1@sc.rr.com

Testimony:

I have complained about my water forever!! It is very poor quality. My teenage sons complain about showering in it. There are permanent marks in my toilets, tubs, shower stall and sinks from this nasty water. I have to buy bottled water and ice and have done so for over 15 years.

I have had to replace appliances particularly my hot water heater because of this terrible water.

Please do not allow Carolina Water to raise their already ridiculous rates for this terrible water.

Thank you,

Concerned citizen

Donna L. Jordan

Evidence and Testimony Form of Complaint against Carolina Water Service, Docket 2006-92-W / Stonegate Neighborhood, Irmo, SC 29063

Name:

Lynn Waters

Address:

116 Little Hampton Dr.

Irmo, SC 29063

Phone 781-1222 E-mail waters@sc.edu

Testimony:

I have been living in my house for 21 years. The water that Carolina Water Service provides contains large amounts of minerals. This hard water has led to extra expenses and inconveniences that I find unacceptable. I had not been living here very long before I found it necessary to install a water softening system. In 2001, the system had to be replaced at a cost of \$4,740. In addition, there is the continuing expense of purchasing salt and system maintenance. Prior to installing a water softener, I had numerous problems with all appliances that used water and with plumbing. Both the plumbers and appliance repair people told me these problems were a direct result of the hard water. The flappers in the toilets had to be replaced several times a year, and the inside of my dishwasher was brown. When I complained to Carolina Water about the dishwasher, they provided me with a container of powder that was essentially a chemistry experiment that produced an extremely obnoxious odor. Since I find Carolina Water's service less than satisfactory, I am appalled that they are continually requesting rate increases.



**CITY OF COLUMBIA**  
WATER CUSTOMER SERVICE  
1136 WASHINGTON STREET  
COLUMBIA SC 29201-3224  
(803) 545-3300

FORWARDING SERVICE REQUESTED

11160 1 AV 0.293

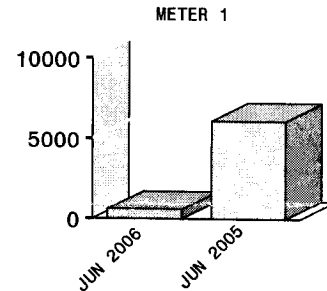
11160 1 AV 0.293 011160

PERRY A. WILLIAM  
10 DUNOON CT  
COLUMBIA SC 29229-9293

72

ACCOUNT NUMBER		PREVIOUS BALANCE
15834020-1099506-2		24.90
SERVICE ADDRESS		PAYMENTS
10 DUNOON CT		24.90
BILL DATE	DUE DATE	TOTAL NET ADJUSTMENT
13-JUN-2006	28-JUN-2006	0.00
TOTAL DUE NOW		BALANCE FORWARD
\$ 45.58		0.00
		TOTAL NEW CHARGE
		45.58

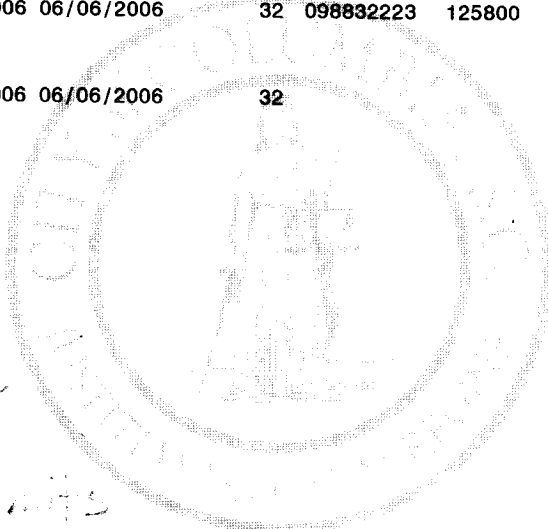
WATER CONSUMPTION COMPARISON



BILLING SUMMARY: OUT OF CITY

CHARGE DESCRIPTION	SERVICE PERIOD	DAYS OF SERVICE	METER NUMBER	PREVIOUS READING	PRESENT READING	CONSUMPTION / UNITS	CONSUMPTION 1 YEAR AGO	CHARGE
Residential Water	05/05/2006 06/06/2006	32	098832223	125800	126400	600	6100	17.46
Fire Fee								1.00
Hydrant Fee								4.00
Residential Sewer	05/05/2006 06/06/2006	32						23.12
Total New Charges								45.58

Water  
\$ 2.68 per  
1000 units



sent  
to 3.12 per  
1000 units  
out side of city limits

# WATER SPECIALISTS

AUTHORIZED DISTRIBUTOR OF

*RainSoft*

## WATER TREATMENT EQUIPMENT

5328 Old Bush River Rd. • Columbia, SC 29212 • 803-551-0338 • 800-966-0038

Name: Lynn Waters Phone: (Hm) 803 781-1222 (Wk)

Address: 116 Little Hampton Dr City: Irene, SC Zip: 29

Date:  Representative: Jim McQuire

### • WATER ANALYSIS •

pH ..... 7  
 Hardness ..... 14 gpg  
 Chlorine .....  ppm ☐ P ☒ NP  
 Fe-Dis .....  ppm  gpg  
 Fe-Tot .....  ppm (x5)  gpg  
 Nitrates .....  ppm  
 Odor .....  ☒ N/A ☐ Hot ☐ Cold

### • RECOMMENDATIONS •

#### SYSTEM

RainSoft Treatment Sys  
Soap Package  
P-12

### • APPLICATION •

Source: ☐ City ☐ P.W. ☒ C.W. ☐ Lake  
 Number of Residents 2  
 Dishwasher ..... ☒ Used ☐ Not Used

### • MAINTENANCE •

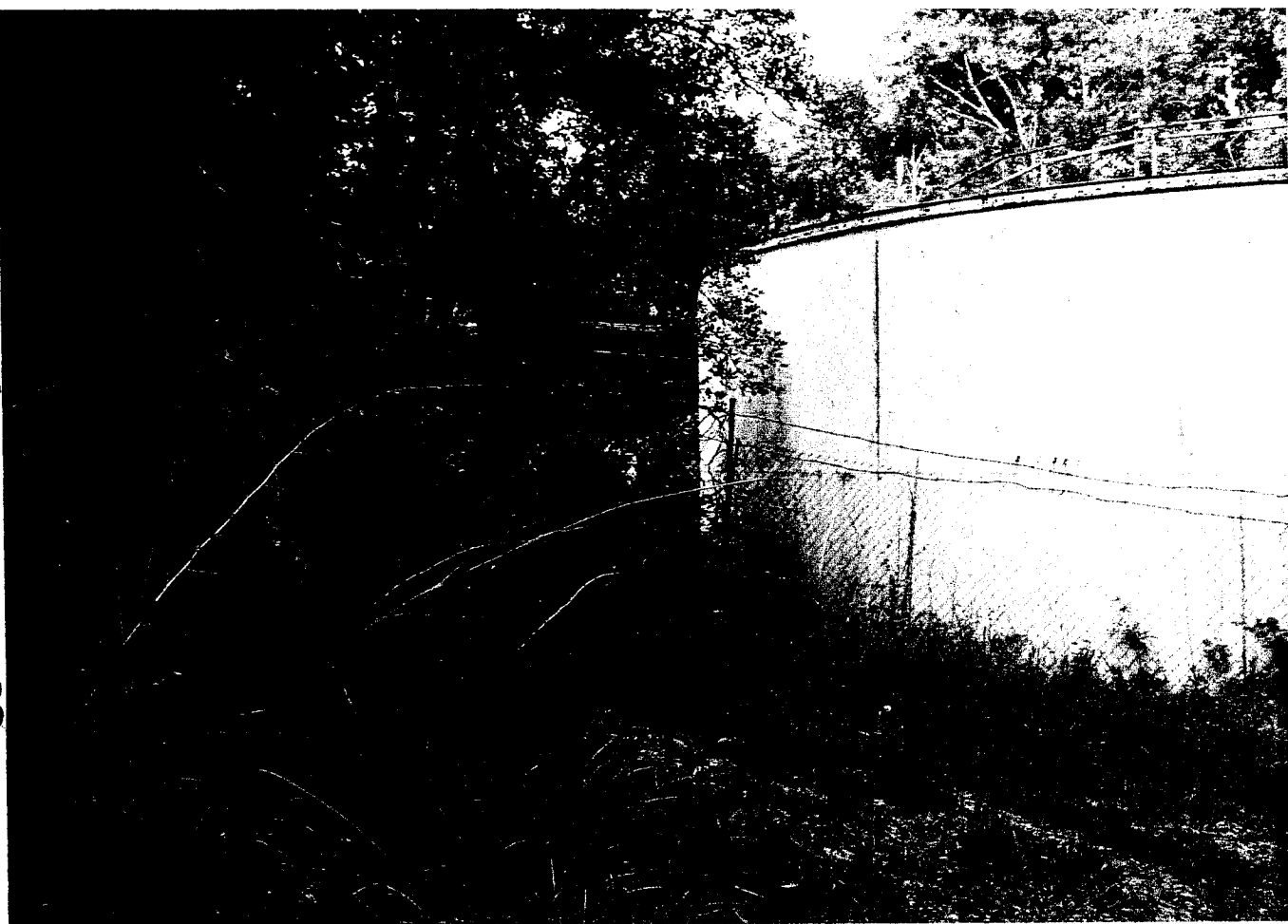
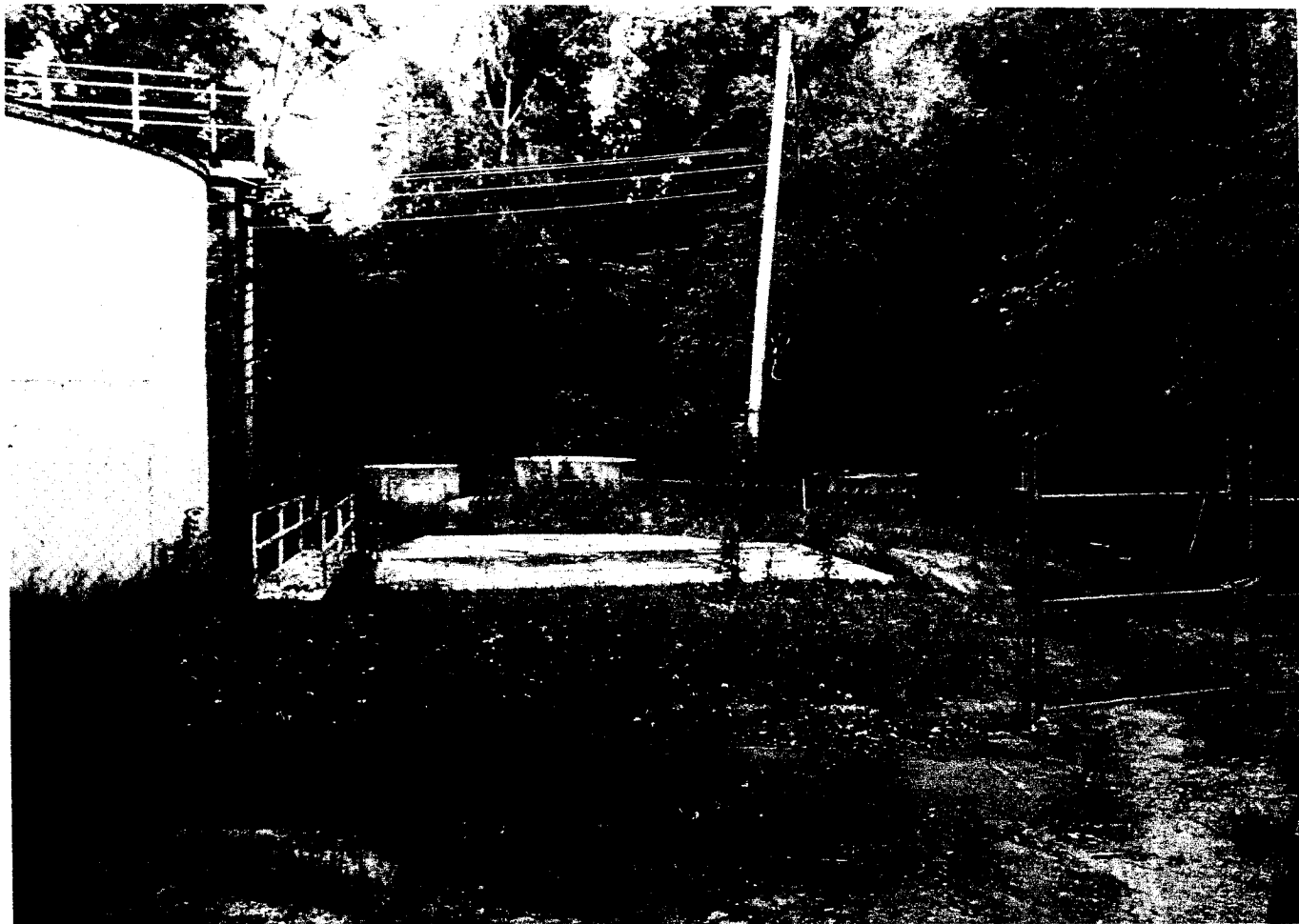
	Cost	Interval
<input checked="" type="checkbox"/> Salt Blocks	\$7.75	As needed
<input type="checkbox"/> R.O.-Carbon, Sed Fil, Fast Carbon	\$68.77	1 Year
-Membrane	\$145.48	2 Years
<input type="checkbox"/> P.O.E. Carbon Service	\$276.00	5 Years
<input type="checkbox"/> Acid Neut Service	\$131.10	1 Year
<input checked="" type="checkbox"/> P-12 Filter	\$92.00	1 Year
<input type="checkbox"/> 22-S Filter	\$20.13	As needed
<input type="checkbox"/> Other		

- Prices Exclude Tax and Labor (no labor charge first 90 days)
- All Prices Subject to Change
- Recommended System to Treat Present Water Conditions

Equipment total 444  
 Installation   
 Sub total 444  
 Initial Investment   
 Balance 444

Remove old system and  
hose  
60 Days No Payment  
Interest

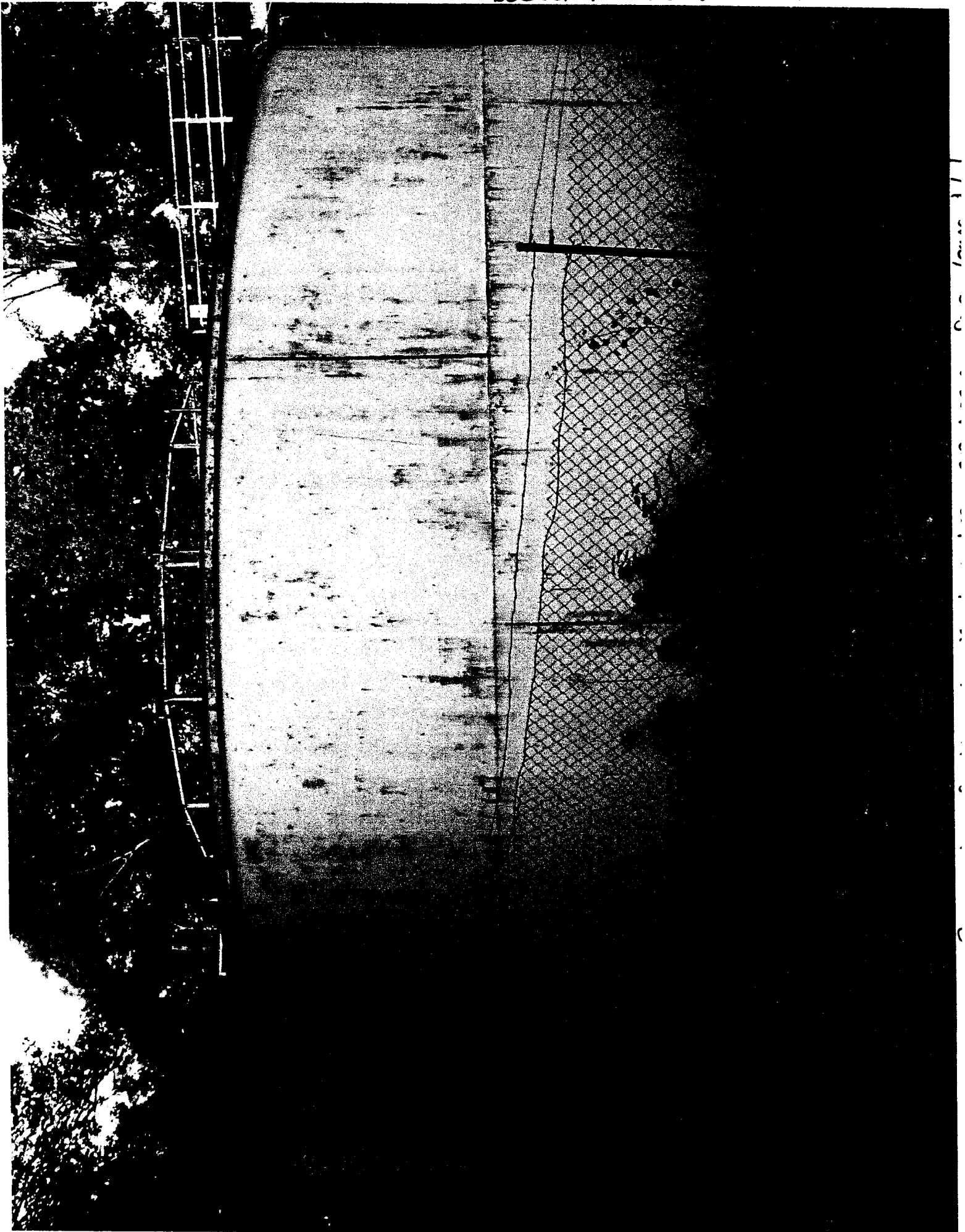
Docket No: 2006-92 W/S



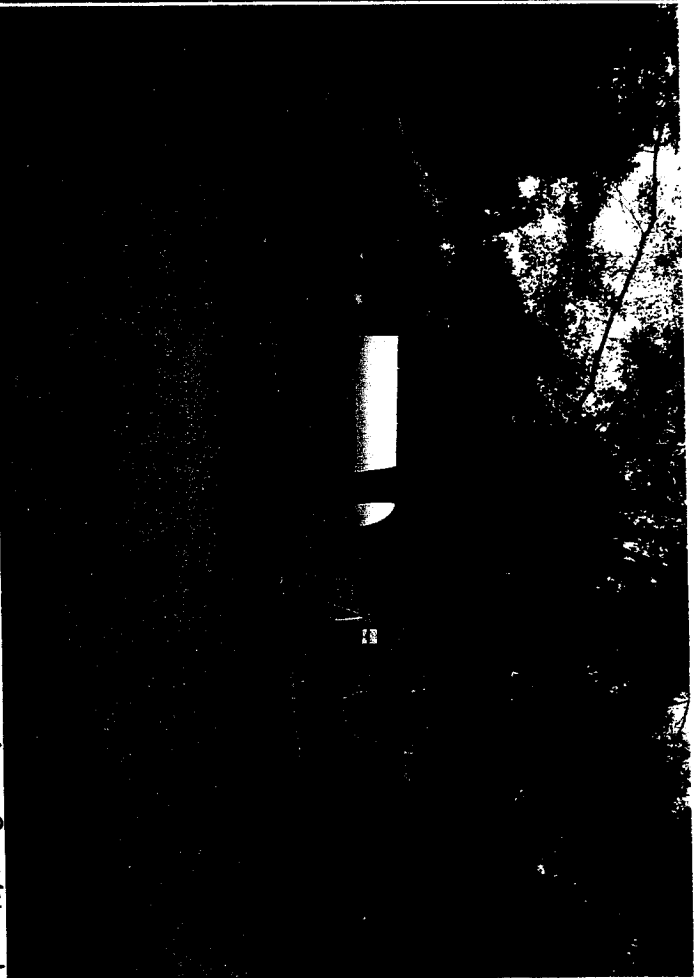
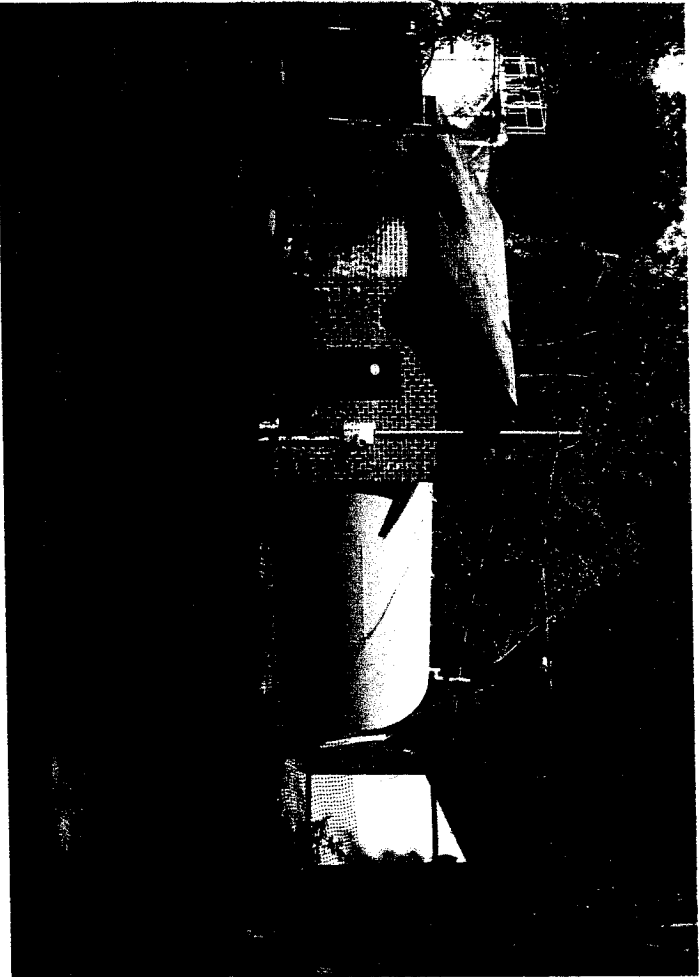
Stonegate Neighborhood, IRmo This Sewage tank is  
what we look at every day.



Docket no. 2006-92 w/s

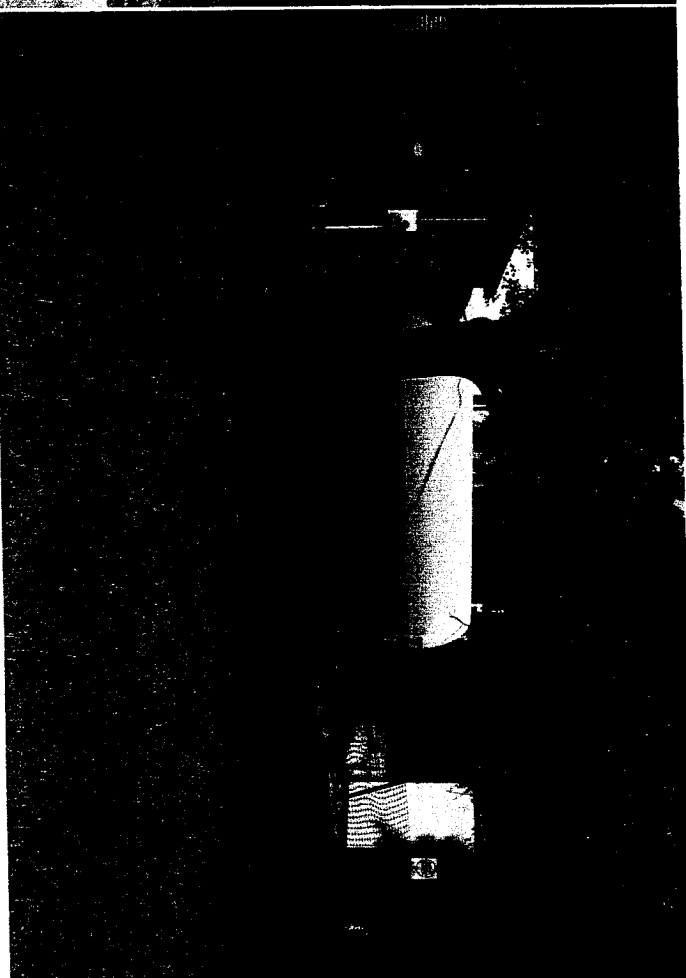
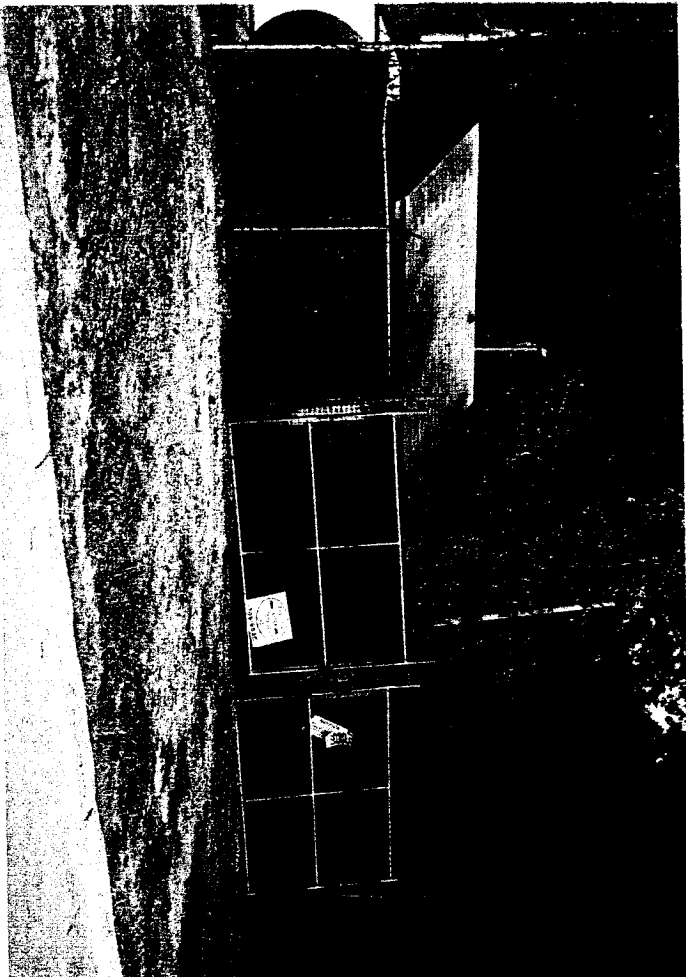


This is what you first see as you enter the virgin region



Also, behind all this is an unused sewage tank...

This sets next door to a storage shed



...the neighborhood at Koon Rd. and Southampton Dr. I Rmo, S.C.

309 Southampton Dr. LKMO, 22, 2005  
Yvonne Ross -



Property damage have not been  
repaired.



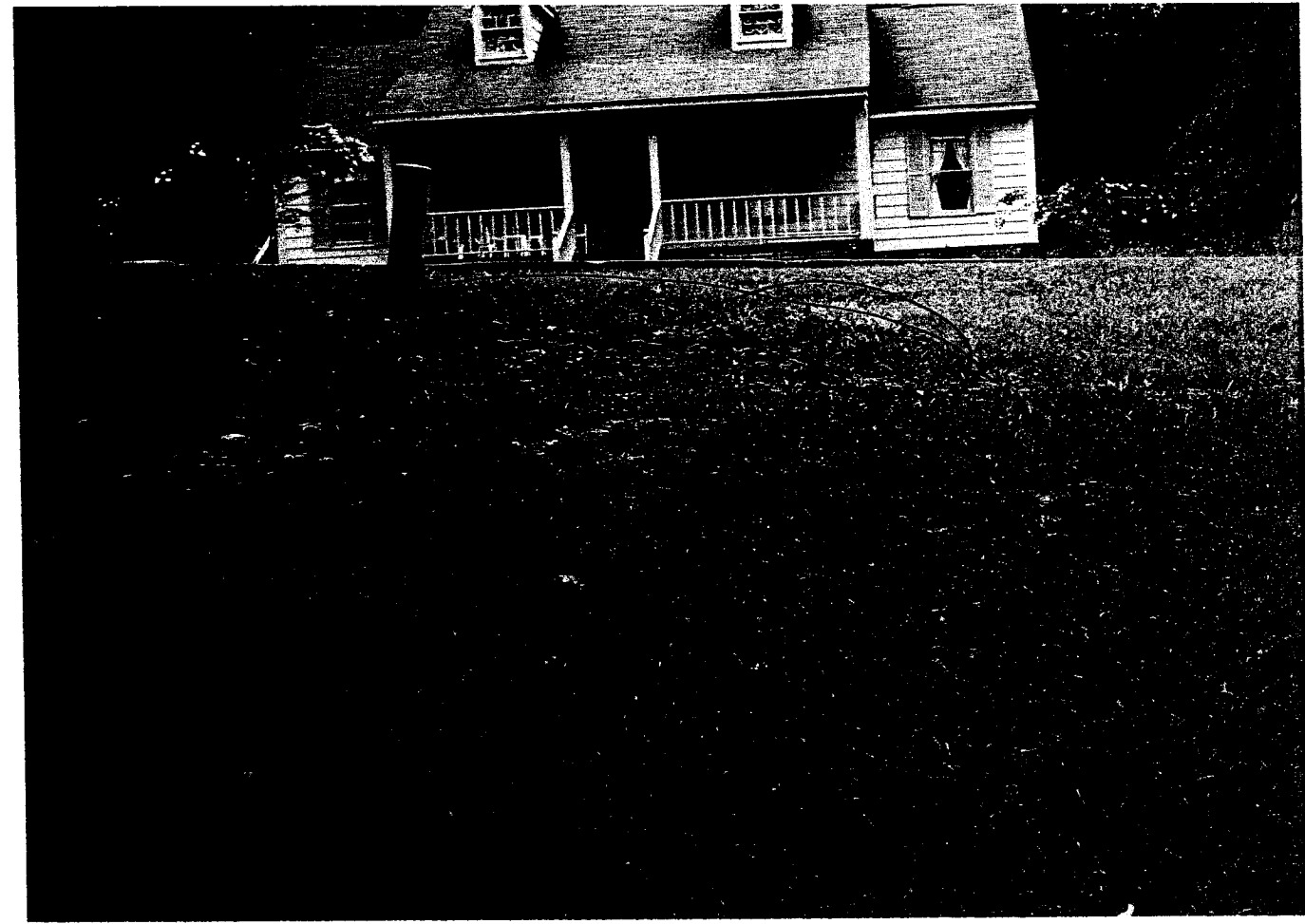
Docket No. 2006-92 w/5



309 Southampton Bn,  
Repairs to damaged property to date have not been done,



Docket No. 2006-9245



Docket no. 2006-92 w/s



309 Southtrap Ln,  
Irene, S.C.



owner Yvonne Ross



309 Southampton Rd,  
Irmo Sc. 29063

Docket No. 2006-92 w/s



DOCKET 110, 2000-42 W/2



Property at 309 Southampton Dr.

Channa Race Area near to broken water line. Never was replaced